

Clerk

Competency	Knowledge and Skills	Performance Expected	Target Date	Comments	Date Completed
1. Understands WIC program requirements.	<p>Knowledge of:</p> <p>Participants' rights and responsibilities</p> <p>Participant categories</p> <p>Income requirements</p> <p>How to use WIC Food Instruments</p> <p>The basic physiology of lactation and evidence-based techniques for lactation management.</p>	<p>Explains to participants their rights and responsibilities, how to use Food Instruments, and voter registration</p> <p>Refers clients to WIC complaint hotline and breastfeeding hotline as appropriate</p> <p>Promotes breastfeeding</p> <p>Attends required inservices and trainings</p>			
2. Nutrition assessment process: Understands the WIC nutrition assessment process, including risk assignment and documentation.	<p>Knowledge of:</p> <p>How to navigate in AIM</p> <p>Purpose of nutrition assessment in the WIC program.</p> <p>Importance of documenting in AIM</p> <p>Other available services in the community.</p>	<p>Pre-certifies and schedules WIC appointments in AIM</p> <p>Explains certification process to participants</p> <p>Documents referrals in AIM</p> <p>Determines which other community programs the participant may be eligible for and/or may benefit from and makes appropriate referrals</p>			
3. Anthropometric and hematological data collection techniques:	<p>Knowledge of:</p> <p>The basic relevance of anthropometric data to health and nutrition status.</p>	<p>Explains basic relevance of anthropometric data to</p>			

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Understands the importance of using appropriate measurement techniques to collect anthropometric and hematological data.	Relationship of hematological parameters to health and nutrition status	participants			
4. Communication: Knows how to develop rapport and foster open communication with participants and caretakers.	<p>Knowledge of:</p> <p>The principles of effective communication</p> <p>USDA and State agency policies about participant confidentiality.</p>	<p>Answers, routes, and receives all incoming phone calls for clinic(s)</p> <p>Documents participant demographic information</p> <p>Picks up and delivers mail, receives and distributes correspondence</p> <p>Monitors and orders office and medical supplies as needed</p> <p>Documents food instrument issuance</p> <p>Obtains release of information before sharing any participant data</p> <p>Protects participant confidentiality in conversations</p>			

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		with others			
5. Multicultural awareness: Understands how sociocultural issues affect nutrition and health practices and nutrition-related health problems.	<p>Knowledge of:</p> <p>Cultural groups in the target population, including their families and communities, values and beliefs, characteristics, and resources.</p> <p>Cultural eating patterns and family traditions such as core foods, traditional celebrations, and fasting.</p> <p>Differences in communication styles between groups and how these differences may impact the assessment process.</p>	<p>Uses culturally appropriate communication styles to collect participant information</p>			
6. Critical thinking: Knows how to synthesize and analyze data to draw appropriate conclusions.	<p>Knowledge of:</p> <p>Principles of critical thinking in dealing with customers.</p>	<p>Schedules participants appropriately.</p> <p>Other duties as assigned.</p>			